



How to Send a Two-Way SMS Text Message

Sometimes the easiest way to receive feedback from a text alert is by getting a message back in return. By turning on two-way SMS Text Messaging your recipients will be able to reply to your message with an answer enabling you to see results quickly and efficiently.

Before you begin sending two-way SMS Text Messages please contact us to make sure this is set up for your account. If it hasn't already been enabled, let us know and we can make sure to enable it for you.

You will begin by creating a text message that requests a response from your recipients from the send alerts screen. In this example, we'll ask "what is your favorite color".

Just above the "Send Message Now" button you'll notice a drop-down menu labeled "Text Recipient Response". To receive responses from your recipients, select "request a response" from the drop-down menu. Then send or schedule your message as needed.

When you send your alert, you will be redirected to the alert results screen. From here you'll be able to see if anyone has responded to your message. You can also view these responses by hovering over "alerts" in the navigation bar and selecting "past alerts" from the drop-down menu.

You can also choose to receive an email notification with a summary of responses to your message. Simply hover over "Dashboard" in the menu bar and select "my dashboard", then click "SMS preferences". Next, click the box next to "notify me when SMS responses are received" and enter your email address. Then click the Update SMS Preferences button.

Once your SMS Preferences have been updated, you will receive a summary of the responses within 60-90 minutes of two-way SMS messages that are sent.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.